
N-FOCUS Major Release

Economic Assistance

November 8, 2015

A Major Release of the N-FOCUS system is being implemented November 8, 2015. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section.

Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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General Interest and Mainframe

Interim Social Security Number (New)

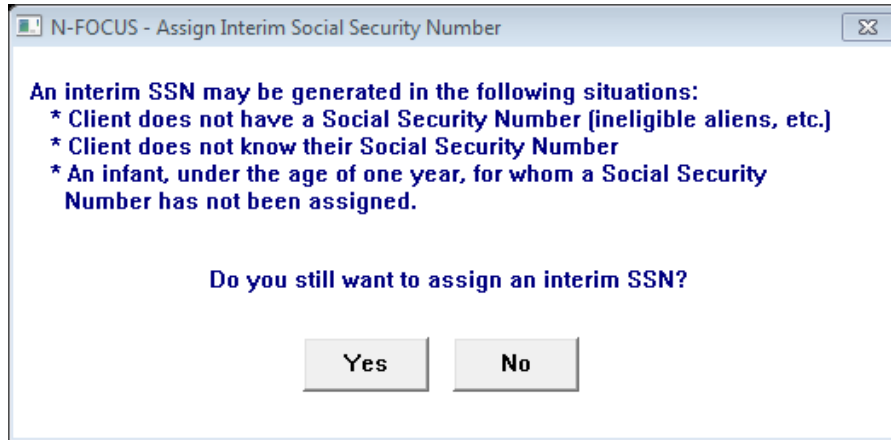
Effective with the 11/8/15 Major Release, workers will be able to assign Interim Social Security numbers to clients who do not provide a valid Social Security number.

This can be done either when a new Master Case is registered, and a person is added, or when a new person is added to an existing Master Case, using the “Add Person’ window.

The screenshot shows the 'N-FOCUS - Add Person' window. It contains the following fields and options:

- Name:** First: ERIC, Middle: , Last: BLAIR, Ext: [NONE]
- Sex:** MALE
- SSN:** (Empty field) with an **Interim SSN** checkbox to its right.
- Birth Date:** 06-20-1999
- Ethnicity:** [NONE]
- Race (Select ALL that apply):** American Indian or Alaska Native, Asian, Black or African American, Declined, Native Hawaiian or Other Pacific Islander, Unknown (highlighted), White
- Buttons:** Perform Clearance (highlighted), Cancel, Help

Clicking on the “Perform Clearance” push-button will bring up the following message window explaining the conditions for assigning an interim SSN.



By clicking Yes, the SSN field will automatically populate with the next available Interim Social Security number.

The “Interim SSN” push-button, located next to the “SSN” field, will automatically populate the field with the next available Interim Social Security number.

N-FOCUS - Add Person

Name

First ERIC

Middle

Last BLAIR

Ext [NONE]

Sex MALE

SSN 000-11-0011 Interim SSN

Birth Date 06-20-1999

Ethnicity [NONE]

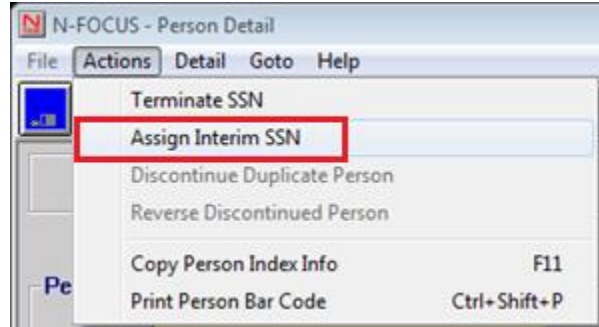
Race [Select ALL that apply]

- American Indian or Alaska Native
- Asian
- Black or African American
- Declined
- Native Hawaiian or Other Pacific Islander
- Unknown
- White

Perform Clearance Cancel Help

An Interim SSN may also be assigned to an existing client in the “Person Detail” window using the “Actions” drop-down menu.

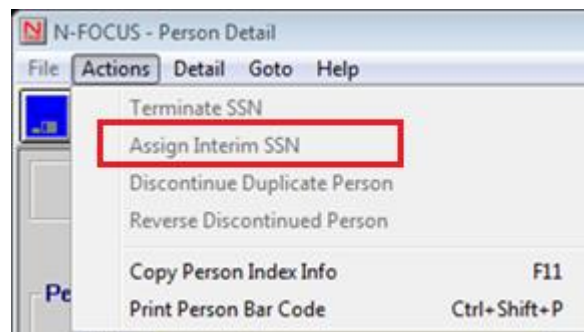
Clicking on “Assign Interim SSN” from the Person Detail window will also bring up the message window explaining the conditions for assigning an interim SSN.



Note: An Interim SSN cannot be assigned to a client whose Social Security number has been verified in “Person Verification”. The “Assign Interim SSN” menu option will be disabled in this situation.

A screenshot of the 'N-FOCUS - Person Verification Data' window. The client name 'KELLBLUE S BALDNAME' is displayed at the top. Below it is a table with columns for 'SSN', 'Verification Source', 'Date', 'Hub Verification Source', and 'Date'. The first row is highlighted with a red box. The table contains the following data:

| SSN | Verification Source | Date | Hub Verification Source | Date |
|-----------------------|---------------------|------------|-------------------------|------------|
| 310-92-9091 | SVES Interface | 08-29-2015 | HUB SSA Interface | 07-24-2015 |
| Citizenship | | 07-25-2015 | HUB SSA Interface | 07-24-2015 |
| Identity | | 07-25-2015 | HUB SSA Interface | 07-24-2015 |
| Birth Date 11-04-1982 | Unverified | | | |
| Deceased Date | | | | |

At the bottom of the window are 'OK' and 'Cancel' buttons.

The correspondence that will be sent to the client, to inform them of the temporary SSN, is shown on the next page.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
PO BOX 85801
LINCOLN NE 68501-5801

Case Number - 00642876
Case Name - KELLBLUE BALDNAME
CONTACT - ACCESSNebraska
Fax Number - (402)471-9209
Date of Notice - 11-09-2015
Mail Date - 11-10-2015

GUY NEWMAN
SYSTEM TEST FOURTH FLOOR N-FOCUS
LINCOLN NE 68509-5026

An Interim Social Security Number has been assigned to the following individual: GUY NEWMAN.

The Interim Social Security number is assigned only for the purpose of identification of applicants who lack a valid Social Security number.

Please contact DHHS at (800)383-4278 in order to obtain this information for your records. You may also contact the Lincoln office at (402)323-3900, or the Omaha office at (402)595-1258.

If your case is assigned, you may contact the assigned worker at the number in the CONTACT section above.

If this person already has a valid Social Security number, please contact DHHS so that your case information may be updated.

The last 4 digits of the Social Security number are required for establishing an ACCESSNebraska account, as well as for activating an Electronic Balance Transfer (EBT card), or a ReliaCard.

Economic Assistance
Toll Free: (800)383-4278
Lincoln: (402)323-3900
Omaha: (402)595-1258

Go online:
ACCESSNebraska.ne.gov

Nebraska Medicaid Eligibility
Toll Free: (855)632-7633
Lincoln: (402)473-7000
Omaha: (402)595-1178





Search Person(s) by LIHEAP Account Number Window (New)

The Search Person(s) by LIHEAP Account Number window is accessed by clicking the Search by Account button on the Person Search window.

Search by Account

This window can be utilized to locate a person by entering their LIHEAP Account Number.

- Enter the LIHEAP Account Number in the field and click the Search button.
- Select a row from the group box to see the physical and/or mailing address for each person associated to the LIHEAP Account Number.
- Click the Clear button to enter a new account number.

| | |
|---|--|
|  | This icon will become active when a row is selected from the list box. Click this icon to access the Person Detail for the highlighted person. |
|  | This icon will become active when a row is selected from the list box. Click this icon to access the Detail Master Case for the highlighted person. |
|  | This icon will become active when a row is selected from the list box. Click this icon to access the Detail Program Case for the highlighted person. |
|  | This icon becomes active when accessing this path through the LIHEAP Refund process. This is a Central Office function. |

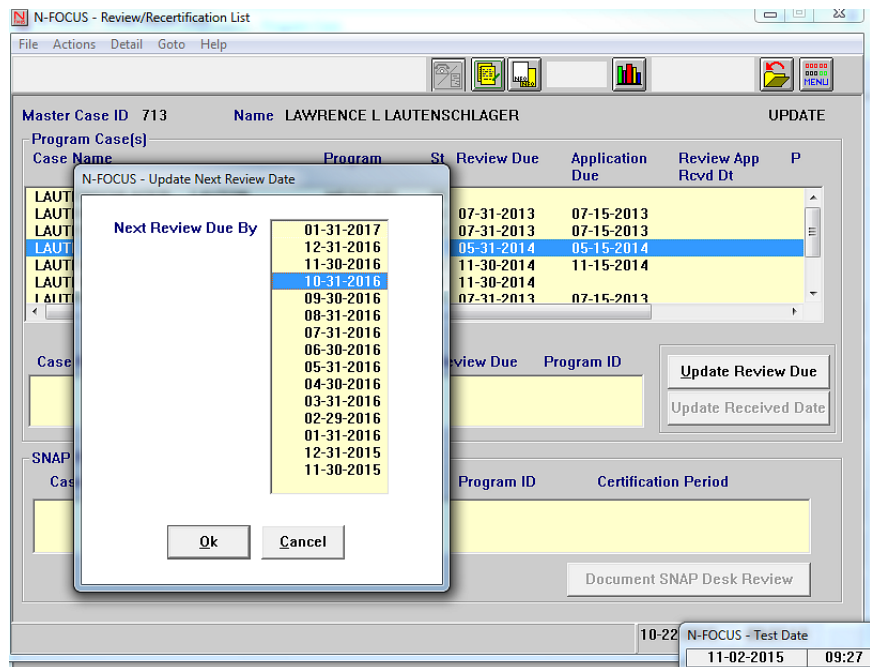
Verification Tracking Child Care Option (Change)

Child Care Provider will be added to the Verification Tracking drop down list on the Add Person, Verification Type(s) Program(s) window in the Other category. This option will only be available for Child Care cases.

Review Tracking Mainframe and Expert System (Change)

Legislation requires that we track timeliness on Review/Renewal processing for AABD PMT, ADC, CC and Medicaid program cases. Effective with this release, when the worker updates the Next Review Date on any date later than the current Review Due Date a pop-up window will ask that the Delay reason the Review/Renewal be identified.

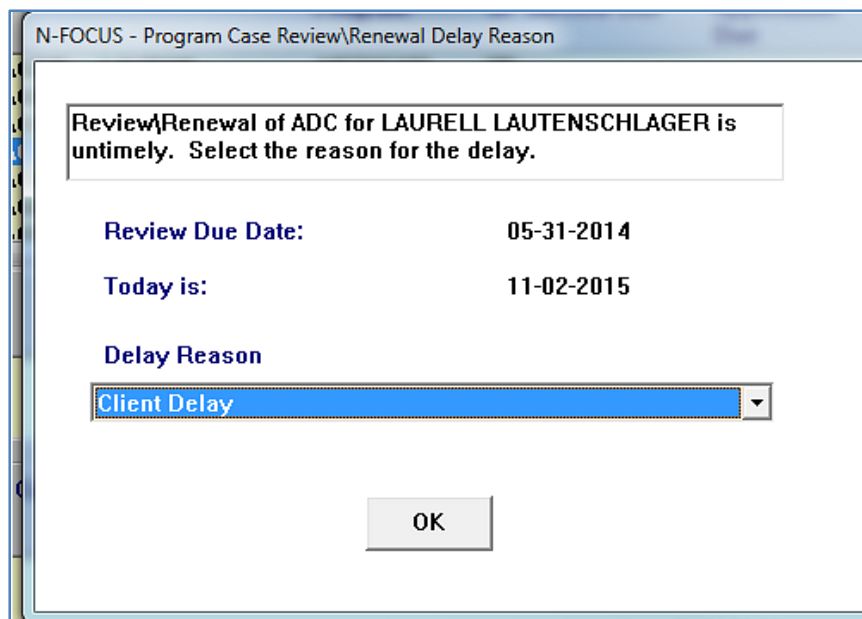
This will take place in all 3 Review/Renewal update locations, in the Mainframe in Review Tracking and in the Expert System in Budget Authorization and in the Case Maintenance task of Review/Recertification.



Note: Delay reasons include:

- Client Delay
- Agency Delay
- Third Party Delay

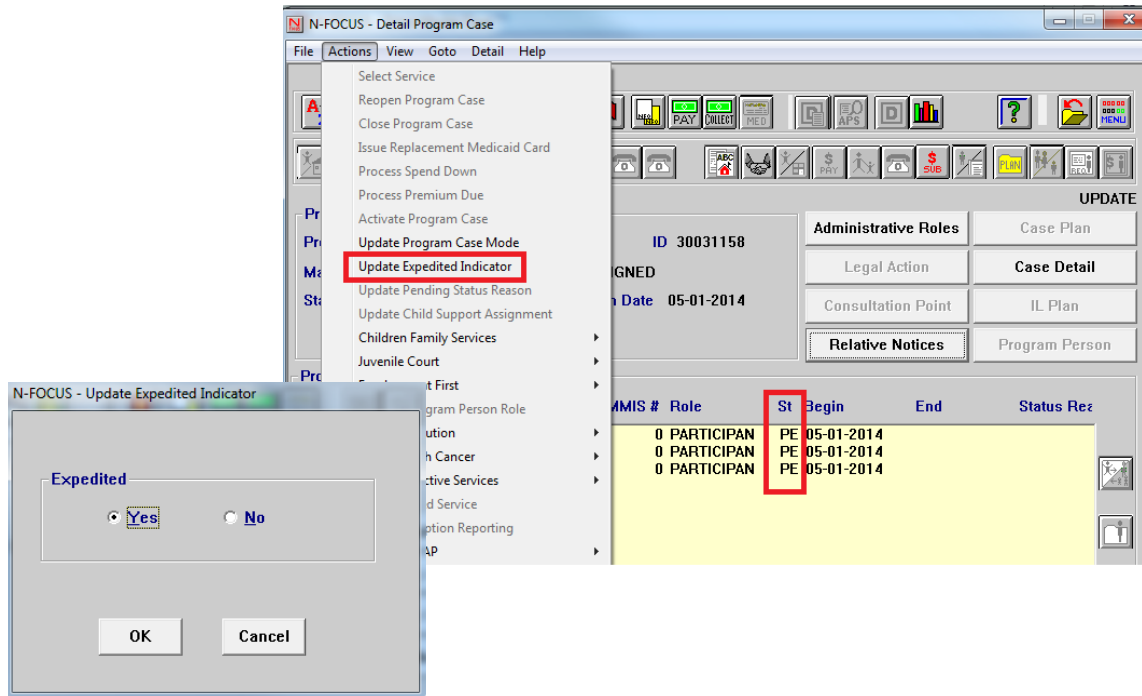
During Budget Authorization, Reopen Case/New Application Not Required is also included in the list.



SNAP Expedited Indicator (Change)

When a SNAP case is in Pending status, the Expedited Indicator can be updated in the Master Case without checking the case out to Expert System. From the Detail Program Case window for SNAP, follow these steps:

- Select Actions >Update Expedited Indicator
 - The Update Expedited Indicator pop window will display
- Select Yes or No as appropriate
- Click OK



SNAP Expedited Indicator History Window (New)

The SNAP Expedited Indicator History window can be viewed from the Detail Program Case window by selecting Detail>Expedited Indicator History.



The following information is displayed on the Expedited Indicator History window:

- Indicator Status
- Begin Date
- Action Date
- Action Time
- Action Updated By

Note: This window will display up to 10 rows of history.

The screenshot shows the 'NFOCUS - Expedited Indicator History' window. It contains a table with the following data:

| Indicator Status | Begin Date | Action Date | Action Time | Action Updated By |
|------------------|------------|-------------|-------------|-------------------|
| NO | 11-01-2015 | 10-15-2015 | 14:58:37 | NF03SP0B |
| YES | 11-01-2015 | 10-15-2015 | 14:35:25 | DSSZ906 |

An 'OK' button is located at the bottom of the window.

Prioritizing SNAP Recertification - EA Processing Queue (Change)

The Review/Recertification Queue has been modified to institute an order in which SNAP program cases will be handed out to workers.

Master Cases will be handed out in the following date order from the Review/Recert Queue:

1. Master Cases containing a pending Emergency Assistance program case (priority 10).
2. Master Cases containing an expedited SNAP program case (priority 20).
3. Master Case contains a SNAP program case tied with the reason of Initial.

After the above types have been distributed, MCs in the Review/Recert Queue will be handed out in this sequence and by date order:

1. Master Case containing a SNAP program case tied with the reason of Recert Timely (RT) and the certification period ended in a previous month.
2. Master Case containing a SNAP program case tied with the reason of Recert Timely (RT) and the certification period ends this month.
3. Master Case contains a SNAP program case tied with the reason of Recert Untimely (RU) and the certification period ended in a previous month.
4. Master Case contains a SNAP program case tied with the reason of Recert Untimely (RU) and the certification period ends this month.
5. Master Case contains a SNAP program case tied with the reason of Recert Late (RL)
6. Master Case contains a SNAP program case tied with the reason of Recert Timely (RT) and the certification period ends in a future month.

A Master Case containing a program case tied with the reason of Review, will be handed out in date order of the Master Case in the queue.

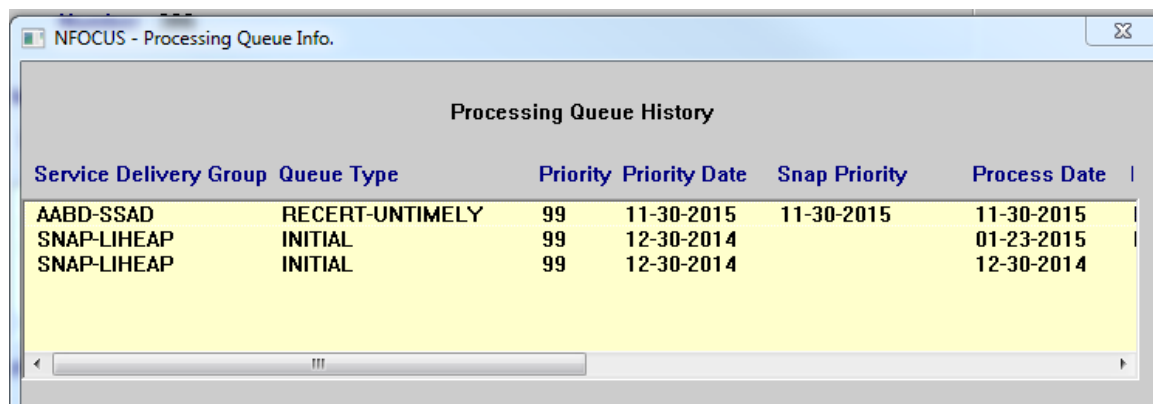
Processing Queue Info Window (Change)

New columns have been added to this window:

Queue Type will display the new Recertification types of

- Recert-Timely
- Recert-Untimely
- Recert Late

Snap Priority displays the date the certification period ends



The screenshot shows a window titled "NFOCUS - Processing Queue Info." with a close button in the top right corner. The main content area is titled "Processing Queue History" and contains a table with the following data:

| Service Delivery Group | Queue Type | Priority | Priority Date | Snap Priority | Process Date |
|------------------------|-----------------|----------|---------------|---------------|--------------|
| AABD-SSAD | RECERT-UNTIMELY | 99 | 11-30-2015 | 11-30-2015 | 11-30-2015 |
| SNAP-LIHEAP | INITIAL | 99 | 12-30-2014 | | 01-23-2015 |
| SNAP-LIHEAP | INITIAL | 99 | 12-30-2014 | | 12-30-2014 |

Auto-Assign Program Cases - Review/Recert Queue (Change)

When a worker gets a Master Case by selecting the “Next Case with Review/Recert App” button after clicking the EA Processing icon, the program cases will be assigned to the worker, instead of being placed in Processing Mode.

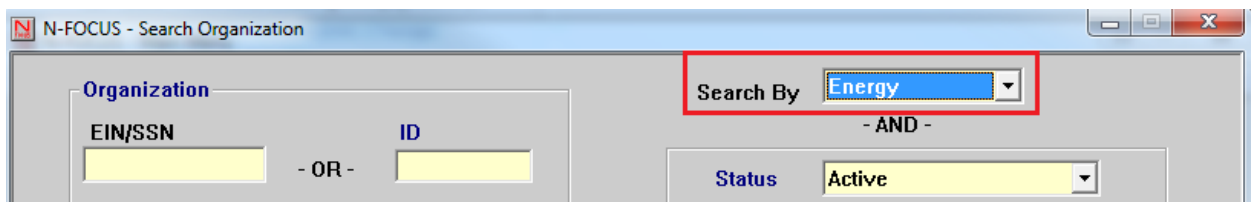
Eligibility Icon - Service Authorization Detail Window (Change)

The Eligibility icon has been added to the toolbar on the Service Authorization Detail window. When it is selected, the List Benefit Summary window displays. The worker can select a program and benefit month and click to open and view the budget.



Search Organization by Type (Change)

Energy has been added to the Search By drop down field on the Search Organization window. The Search By options are: All, Medicaid, Non-Medicaid and Energy.

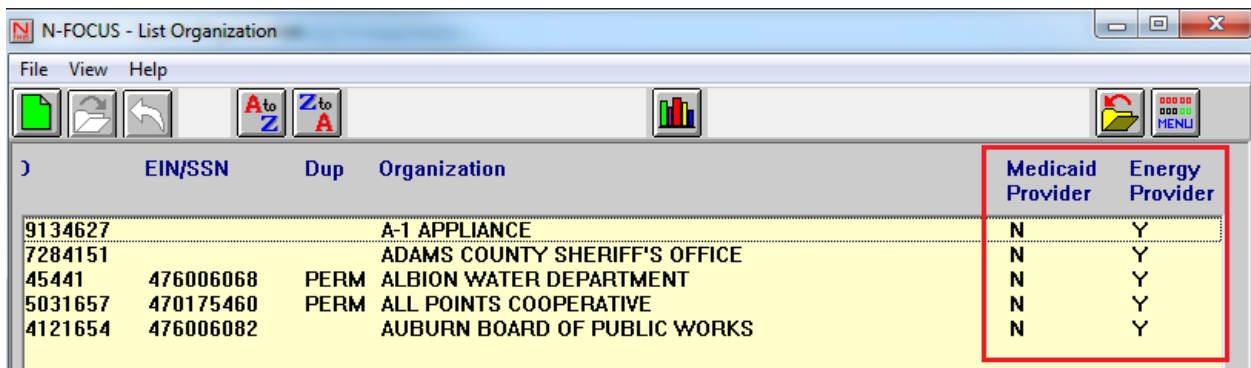


The screenshot shows the 'N-FOCUS - Search Organization' window. It features a search interface with the following elements:

- Organization** section with input fields for **EIN/SSN** and **ID**, separated by **- OR -**.
- Search By** dropdown menu, currently set to **Energy**.
- AND -** separator.
- Status** dropdown menu, currently set to **Active**.

List Organization Window (Change)

The List Organization window now has two columns, showing if the ORG is a Medicaid Provider or an Energy Provider.








The screenshot shows the 'N-FOCUS - List Organization' window displaying a list of organizations. The table includes columns for EIN/SSN, Dup, Organization, Medicaid Provider, and Energy Provider. The 'Medicaid Provider' and 'Energy Provider' columns are highlighted with a red box.

| EIN/SSN | Dup | Organization | Medicaid Provider | Energy Provider |
|---------|-----------|-------------------------------|-------------------|-----------------|
| 9134627 | | A-1 APPLIANCE | N | Y |
| 7284151 | | ADAMS COUNTY SHERIFF'S OFFICE | N | Y |
| 45441 | 476006068 | PERM ALBION WATER DEPARTMENT | N | Y |
| 5031657 | 470175460 | PERM ALL POINTS COOPERATIVE | N | Y |
| 4121654 | 476006082 | AUBURN BOARD OF PUBLIC WORKS | N | Y |

APS Med only Organization Access (Change)

With this release, APS staff will be able to access the following information on MED only Organizations in order to complete Investigations as needed:

- ORG Investigations Icon 
- Intake Icon 
- ORG Complaints Icon 
- Alerts Icon 
- Home Details 

MED Only Organization and Investigations (Fix)

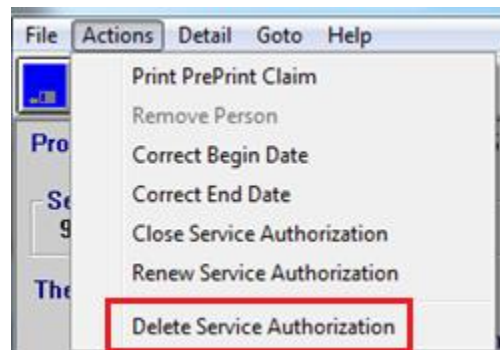
Workers have been unable to Tie Intakes and to view other Icons related to Organization Investigations to Organizations when the Organization is designated as “MEDICAID ONLY”. This has been fixed; workers will now be able to access ORG Investigation, Intake, ORG Complaint, Alerts, Questions and Home Details.

Deleting Service Authorizations Created in Error (New)

When a Service Authorization to a Provider or Contractor is created in error, it can be deleted if:

- It is deleted the same day it is created and
- There are no claims associated with the Service Authorization.

N-FOCUS will delete the correspondence to the client and provider when the Service Authorization is deleted. The Service Authorization will not display in the List Correspondence window after being deleted.



Note: The Service Authorization can be deleted even if the Service Authorization notices have been printed by selecting the Print Now option. If the notices are printed and then the Service Authorization is deleted, the worker must be sure they are NOT mailed.

If **Print Later** was selected, the Correspondence will be deleted and nothing will be mailed to the client.

Narrative Standardized (Change)

Effective 10/19/15 changes have been made to the Economic Assistance narrative **Over/Underpayment and OP/UP – Interview subheadings.**

Workers will now have the following template to complete:

- Error caused by:
- Program case with potential OP:
- First month of potential OP:
- Description of potential OP:
- Was a referral made to investigations?
- Date of referral:

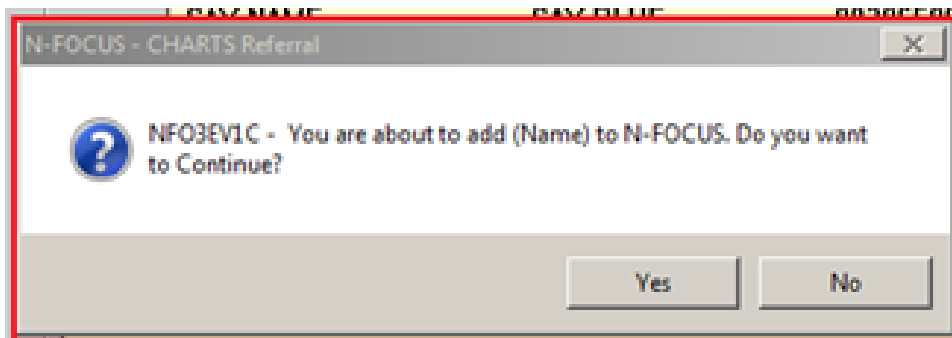
Effective 10/19/2015 a new Sub-Heading, **DOMESTIC VIOLENCE**, has been added to the Special Circumstances and Change Management Categories.

- It indicates to workers “DO NOT GIVE OUT ANY INFORMATION OR MAKE UPDATES ON THIS CASE. Notify the assigned worker of any changes.”

Effective 11/09/15 the subheading **Sanction/Disqual/FTC** has a new sanction type of **ABAWD** in the sanction type list.

CHARTS Referral Adding NCP (Change)

When adding a non-custodial parent (NCP) to a CHARTS Referral, who does not exist on N-FOCUS, an information message will display asking if you want to continue:

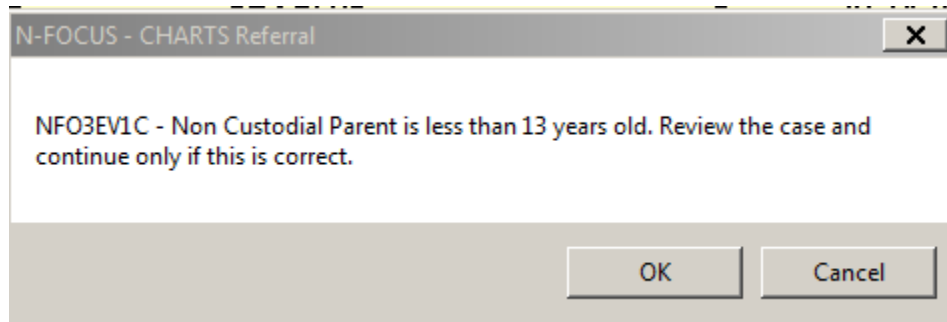


- Yes** The NCP will be added to N-FOCUS and the CHARTS Referral. The CHARTS Referral Detail window will display with the person listed as the NCP.
- The referral can be completed and sent
 - If the Referral is canceled, the NCP information will be deleted from N-FOCUS
 - If the CHARTS Referral is deleted and the only involvement the NCP has on N-FOCUS is that of the NCP, the NCP information will be deleted from N-FOCUS
- No** The person will NOT be added to N-FOCUS or the referral. The worker will then either enter an Unknown as the NCP or add another person and go through the resolution process again.

CHARTS Referral Adding NCP Less Than Age 13 (Change)

When an NCP under the age of 13 is selected for a CHARTS Referral, the following message will display.

- Yes – continue with selected NCP
- Cancel – return to the CHARTS Referral Window and select a different NCP



Note: This is an informational window only. This window will not prevent you from creating or sending the referral.

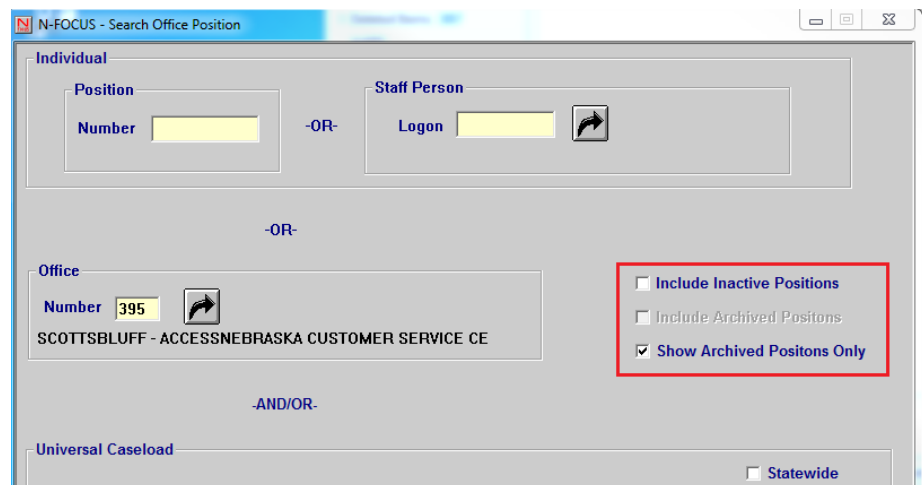
Search Office Position (Change)

With this release, when a search is made for an Office Position, only active position numbers or vacant position numbers that are assigned to an active Program Case or have no Program Cases assigned to the position will display.

To filter the search criteria, the following options have been added:

- Include Inactive Positions
- Include Archived Positions
- Show Archived Positions Only

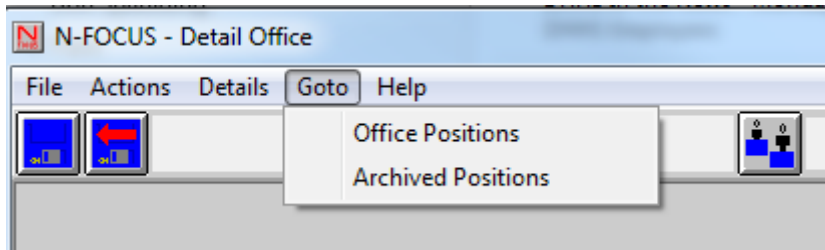
An Archived Positions will have Closed or Denied program cases assigned to the position. This will assist users who are searching for position numbers without any Closed or Denied program Cases assigned to the position number.



Archived Office Positions has also been added to Goto, on the Detail Office window.

Detail Office Window (Change)

An Office's Archived positions can viewed from the Detail Office window by selecting menu option GoTo >Archived Positions.



Interface

SNAP Prisoner Match (Fix)

The SNAP Prisoner Match requests were occasionally sending the person's name instead of of SSN resulting in some bad matches. The interface has been fixed to always request by SSN unless the worker specifically requests to submit by Name.

Correspondence

Earned Income Verification (EIV) Forms (New)

Effective with the 11/8/15 Major Release, there will be three new EIV request forms:

- New Employment
- Ongoing Employment
- Terminated Employment.

These are one-page documents, with a bar-code on the back. (Document on next page)

The current EIV request form will also be available.

Note: Steps to create the EIV request are located on the page following the screen print of the document.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
 CENTER MALL
 1941 S. 42ND, SUITE 224
 OMAHA NE 68105-2946

EARNED INCOME VERIFICATION REQUEST

Case Number - 00001150
 Case Name - ED WARD
 CONTACT - MARY WORTH
 Phone Number - (402)595-3324
 Fax Number - (402)595-3651
 Date of Notice - 12-01-2015
 Mail Date - 12-01-2015

A 1 AMBASSADOR LIMOUSINE, INC
 SYSTEM TEST FOURTH FLOOR N-FOCUS
 LINCOLN NE 68509-5026

Requested For: ED WARD

Please sign this form and have your employer complete the information. Return or fax the completed form to the address or fax number above.

I hereby authorize this employer to release information about my employment to DHHS. **New Employment**

Client/Employer Signature: _____ SSN: _____ Date: _____

This form to be completed and signed by the EMPLOYER

| | | | |
|---|---|------------------------------------|--|
| Date Employment Began | | Date of First Paycheck | |
| Hourly Pay Rate | | Estimated Hours Scheduled per Week | |
| How often is pay received? | Circle one: Weekly / Every Two Weeks / Twice a Month / Monthly / Other: | | |
| Is any other pay received? (tips, incentive, bonus, etc.) | Please Explain: Estimate monthly amount: Is this included on the paystub? | | |
| What benefits are available? | Circle any that apply: Sick / Vacation Leave / Insurance / Other: | | |

WAGE INFO - Date (Complete for any pay periods that have ended)

| Pay Period Ending | Date Paid | Gross Pay | Number of Regular Hours | Number of Overtime Hours | Amounts of Tips Included in Gross Pay? Y/N | Overtime Pay Included in Gross Pay? Y/N | Other (specify: Tips, Bonus, Incentive, etc.) |
|-------------------|-----------|-----------|-------------------------|--------------------------|--|---|---|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

EMPLOYER must sign and include contact information below for the form to be accepted.

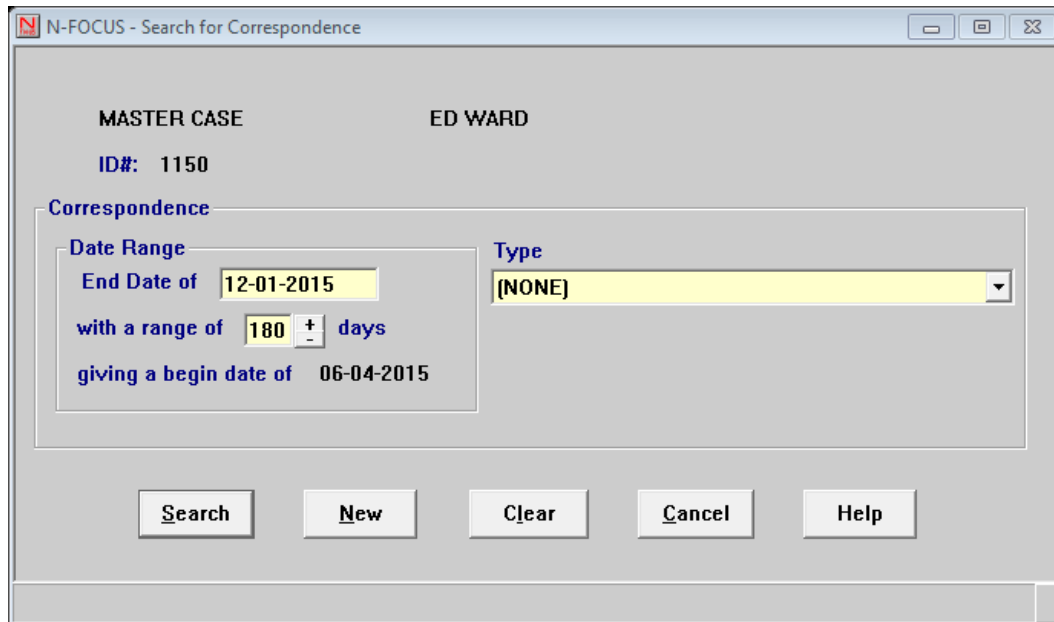
| | |
|---------------------------|------------------------------|
| Employer Signature/Title: | Date: |
| Print name: | Phone Number: Fax Number: |

The Department of Health and Human Services is committed to affirmative action/equal employment opportunity and does not discriminate in delivering benefits or services.

| | |
|---|--|
| Economic Assistance Toll Free: (800)383-4278 Lincoln: (402)323-3900 Omaha: (402)595-1258 | Go online: ACCESSNebraska.ne.gov |
|---|--|

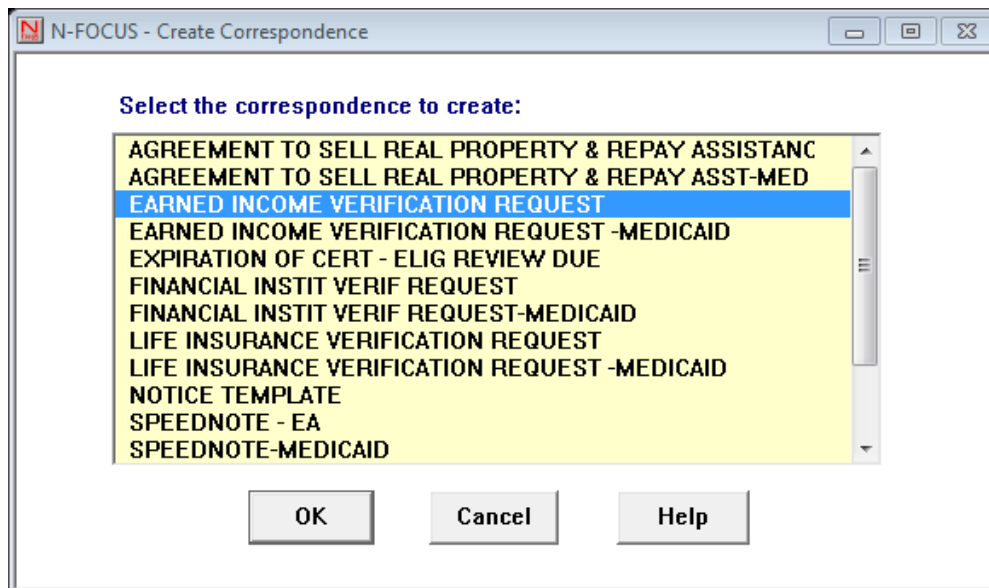
To create an EIV request, follow these steps:

- Click the “New” push-button in the “Search for Correspondence” window



The Create Correspondence window will display.

- Select EARNED INCOME VERIFICATION REQUEST
- Click OK



The Earned Income Verification correspondence window will display.

- Using the dropdown menu in the “Earned Income Verification” window, select the appropriate Verification type.
- Using the Select out arrow, insert the Provider (employer) information.
- Select the name of the client from the Client Information group box
- Save and Close

Verification type: Earned Income Verification Request - New Employment

Sent to Provider: A 1 AMBASSADOR LIMOUSINE, INC

| Household Members | SSN | Status | Birth Date |
|-------------------|-------------|--------|------------|
| ED WARD | 000-11-0010 | | 06-20-1980 |
| POLLY ESTER | 502-13-1467 | | 06-20-1981 |
| DEB ORAH | 431-09-5870 | | 06-20-2012 |
| LEE WARD | 332-14-8079 | | 06-20-1980 |

*** YOU MUST PRINT THIS FORM LOCALLY AND ENCLOSE APPROPRIATE MATERIALS WHEN MAILING.

10-14-2015 08:38:26

Note: It is required that this correspondence be printed locally.

CENTRAL BF998L01

Language: ENGLISH

Print Printer Setup Cancel

Note: For Spanish language clients, only the areas which require client action, or include information for the client, are translated.

Document shown on following page.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
 CENTER MALL
 1941 S. 42ND, SUITE 224
 OMAHA NE 68105-2946

**SOLICITUD DE VERIFICACIÓN
 DE INGRESOS DEVENGADOS**

Número de Caso - 00001150
 Nombre de Caso - ED WARD
 CONTACTO - MARY WORTH
 Número de Teléfono - (402)595-3324
 Número de Fax - (402)595-3651
 Fecha de Aviso - 12-01-2015
 Fecha de Envío - 12-01-2015

A 1 AMBASSADOR LIMOUSINE, INC
 SYSTEM TEST FOURTH FLOOR N-FOCUS
 LINCOLN NE 68509-5026

Solicitada para: **ED WARD**

Por favor firme este formulario y haga que su empleador llene con la información. Envíe el formulario llenado por correo o por fax a la dirección o al número de fax que se mencionó anteriormente.

Por la presente autorizo a este empleador a divulgar información sobre mi empleo a DHHS. **Empleo actual**

Firma del empleado o cliente _____ SSN: _____ Fecha: _____

This form to be completed and signed by the EMPLOYER

| | | | | | |
|---|--|---|--|----------------|--|
| Date Employment Began | | Hourly Pay Rate | | Hours Per Week | |
| How often is pay received? | | Circle one: Weekly / Every Two Weeks / Twice a Month / Monthly / Other: | | | |
| Has pay rate/hours changed in the past 30 days? | | Please Explain: | | | |
| What benefits are available? | | Circle any that apply: Sick Leave / Vacation / Insurance / Other: | | | |

| WAGE INFO - Date from: _____ to: _____ (Complete for the 4 most recent pay periods if dates are blank) | | | | | | | |
|--|-----------|-----------|-------------------------|--------------------------|--|---|---|
| Pay Period Ending | Date Paid | Gross Pay | Number of Regular Hours | Number of Overtime Hours | Amounts of Tips Included in Gross Pay? Y/N | Overtime Pay Included in Gross Pay? Y/N | Other (specify: Tips, Bonus, Incentive, etc.) |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

EMPLOYER must sign and include contact information below for the form to be accepted.

| | |
|---------------------------|------------------------------|
| Employer Signature/Title: | Date: |
| Print name: | Phone Number: Fax Number: |

El Departamento de Salud y Servicios Humanos de Nebraska está comprometido a la acción afirmativa/oportunidades iguales de empleo y no discrimina al proveer beneficios o servicios.

| | |
|--|--|
| Asistencia Económica Número gratuito: (800)383-4278 Lincoln: (402)323-3900 Omaha: (402)595-1258 | Ir al sitio web: ACCESSNebraska.ne.gov |
|--|--|

SNAP Overpayment Demand Letter (Fix)

The SNAP Overpayment Demand letter was incorrectly calculating the 'Allotment Received' amount in certain instances. This has been fixed.

Work Tasks

Deleted Work Tasks (Change)

Work tasks will no longer be created for the following Alerts:

- Alert 244 – New Hire – New Hire information received from <Employer Name> for <ARP Name> who is in <Program Case>.
- Alert 324 – SSA Benefits Suspended (SSA benefits were suspended for <ARP>. Review eligibility.

Alerts

Alerts No longer Created (Change)

The following alerts will no longer be created. If a Work Task was created by the original Alert, the Work Task will no longer be created as well:

- Alert 250 Pregnancy Overdue
- Alert 244 New Hire Information
- Alert 324 SSA Benefits Suspended

Electronic Application

Child Care Authorizations in CBI – (Change)

Clients will be able to view and print their child care authorizations in CBI (ACCESSNebraska) if in print status. Authorizations can be located from Case Detail window under the notices tab. Because authorizations are only in English, both Spanish and English languages will display the English authorization.

Official Nebraska Government Website
ACCESS Nebraska
DHHS NEBRASKA
09/15/2015 You have logged in as NFOStghSue Logout | Print | Help

Current Benefit Summary

Master Case Name: SANDY SUE
Master Case Number: 360

Child Care (CC) [Case Detail](#)

SANDY SUE Program Case Number: 42170129

| Month Year | Status | Fee Amount |
|----------------|--------|------------|
| November 2015 | Active | \$0.00 |
| October 2015 | Active | \$0.00 |
| September 2015 | Active | \$0.00 |

Low Income Home Energy Assistance Program (LIHEAP) - Other Assistance [Case Detail](#)

SANDY SUE Program Case Number: 88578758

| Month Year | Status | Amount |
|----------------|--------|----------|
| November 2015 | Active | \$0.00 |
| October 2015 | Active | \$0.00 |
| September 2015 | Active | \$500.00 |

Social Services Aged and Disabled (SSAD) [Case Detail](#)

SANDY SUE Program Case Number: 62723320

| Month Year | Status |
|----------------|--------|
| November 2015 | Active |
| October 2015 | Active |
| September 2015 | Active |

Official Nebraska Government Website
ACCESS Nebraska
DHHS NEBRASKA
09/15/2015 You have logged in as NFOStghSue Logout | Print | Help

CC Case Detail

SANDY SUE Program Case Number: 42170129

Notices

| Type | Sent To | Mail Date |
|-----------------------|-----------|------------|
| Service Auth - Client | SANDY SUE | 09-09-2015 |
| Service Auth - Client | SANDY SUE | 09-01-2015 |

EXIT

Economic Assistance
Toll Free: (800)383-4278
Lincoln: (402)323-3500
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available
8:00 AM to 5:00 PM Monday thru Friday
[Contact Us](#)

Medicaid
Toll Free: (855)632-7633
Lincoln: (402)473-7000
Omaha: (402)595-1178

Programs for Review/Recertification on E-Application – (Change)

Clients who use ACCESSNebraska to complete applications are notified of programs due for review. Programs due for review are preselected on the application. Prior to the November release, clients would be able to deselect these programs without warning that doing so would stop their benefit from that program.

Official Nebraska Government Website

ACCESS Nebraska

Application

09/15/2015 You have logged in as : NFOStgHSSue Logout Help

Department of Health & Human Services
DHHS
NEBRASKA

Program Selection Section

Program Selection

- Household Members
- Household
- Law Violations/Program Disqualifications
- Resources
- Income
- Expenses
- Application Submission

These programs are due for Review or Recertification:

- Supplemental Nutrition Assistance Program (SNAP) - formerly known as Food Stamps Review date: 09-30-2015
- Child Care Review date: 09-30-2015
- Social Services for Aged and Disabled Adults (SSAD) Review date: 09-30-2015
- Social Services for Families, Children, and Youth (SSCF) Review date: 09-30-2015

Select Low Income Home Energy Assistance Program (LIHEAP) if you want to continue receiving energy (LIHEAP) assistance.

Low Income Home Energy Assistance Program (LIHEAP)

Select any additional programs you want to apply for. If you are currently receiving benefits from a program listed in this section, these benefits may not have a review or recertification due at this time and do not need to be selected.

- Assistance to the Aged, Blind, or Disabled Payment (AABD/PMI)
This includes cash assistance. Please check this program if you are receiving SSI through Social Security, are age 65 or older, or are disabled or blind.
- Aid to Dependent Children (ADC)
This includes cash assistance for families with children age 18 and younger.
- Refugee Resettlement Program (RRP)
This is a cash assistance program for those who have been granted Refugee status and have arrived in the United States within the last 8 months.
- State Disability Program (SDP)
Cash assistance and/or medical coverage to individuals who are under age 65 and have been denied by Social Security for "lack of duration" and been determined temporarily disabled for at least 6 months but not more than 12 months. Individuals cannot be eligible for Medicaid and the SDP at the same time.

If the client deselects a program preselected for review the following notification will be displayed to the applicant. Message will pre-fill with the program they have selected.

{SNAP} is due for review or recertification. By deselecting this program eligibility will not be determined and your case may close.

Click "Cancel" to return to application and continue to apply for the program listed above.

Click "Ok" to proceed with deselecting program.

E-Application Review/Recertification Display (Change)

Previously programs began displaying for review 45 days prior to the review due date, now they will begin to display 60 days prior to the review due date.

Example:

- SNAP is due for review 10/31/2015, SNAP will begin showing due for review on e-application 9/3/2015.
- The review will remain on e-application until an application is received, the review date is updated or the certification period ended.
- For all other programs, the review will display until the application is received, review due date changes or for 30 days after the review due date.

SSAD Program Auto-Select (Change)

Currently both SSAD and SSCF programs require that the applicant select at least one service before leaving the program selection page. We have added logic that will auto select the SSAD program when a service such as Chore, Transportation, Meals, Adult Day Care and Respite are selected. This allows for a program to be tied when services are selected.

A message will display informing the applicant that the SSAD program was selected based on their service selection if they try to deselect SSAD when there is a service chosen.

If SSAD review is due, and program is deselected and a service is chosen, SSAD will auto-select behind the scenes and a message will appear on the submit page like one below.

These are the programs you have selected:

Supplemental Nutrition Assistance Program (SNAP) - formerly known as Food Stamps
Child Care

Social Services for Aged and Disabled Adults (SSAD)

- This program has been selected for you based on a service you have selected.

Expert System

Monthly MESA (New)

Effective 01/15/2016 a Monthly MESA will run budgets for all AABD PMT, ADC, Child Care, SNAP, Medicaid and 599 CHIP program cases when a change in Social Security (SSA) or Supplemental Security Income (SSI) benefits has been detected in the past month.

It will continue to be run on the night of 15th of the month when N-FOCUS detects an amount change in SSA or SSI from the BDE or SDX interface in the previous one month period (the 16 of the previous month until the 15th of the current month).

Note: If the 15th of the month is a Sunday or Holiday the Monthly MESA will be run on the nearest work day.

If the MESA budget results in a benefit change a notice will be created and mailed to the client.

Monthly MESA will not run budgets for State Disability Program cases. Cases that have a Medical Impairment reason of 'SDP Medical Consultant – Blind' and 'SDP Medical Consultant Disabled' will be excluded. An Alert will be created indicating an action needs to be taken and the Mass Change Detail window will display “Invalid Medical Impairment Type” in the Grant Case Category.

With the beginning of the Monthly MESA , the Interface Information Alerts 259 and 434 will no longer be created when N-FOCUS detects a change in SSA or SSI benefit amounts.

Those Alerts will continue to be created when N-FOCUS detects a change in Unemployment (IUC) or Long Term Care information.

MESSA Process by Worker

In certain circumstances, it is necessary for a case to be bypassed during the Monthly MESA run or yearly COLA and FPL runs. The reason for this is a change needs to be made to the living arrangement, but a new budget should not yet be run. The need to change the living arrangement is to facilitate notification on the Medicare Part D file that the person is exempt from Part D copays (as per federal law). The following scenarios call for a living arrangement to be changed, but a budget should not be run:

- **Move to Nursing Home** (even if just a rehab stay) and on Medicare Days. At day 21 Medicare (A and B) may send copays to Nebraska so the living arrangement change is necessary for MMIS to pay claims. However, the customer is still allowed to maintain the apt/house standard for budgeting.
- **Assisted Living (not waiver)** for two months to save a place at the assisted living facility should the customer be able to return to the Assisted Living facility.
- **Assisted Living Waiver for 30 days** after the move to the nursing home. The waiver worker should be aware if the person will return home or not and notify us.
- **SSI** recipient where they stay at full benefit for up to 3 months.

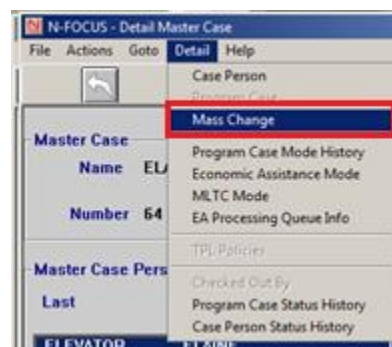
Items to remember:

- Facilities should be reporting via the online Change Report when a person leaves the facility or goes off Medicare days.
- Customers are given a period of time where they are allowed the higher standard to allow for possibly returning to the previous arrangement.

In these particular scenarios, the worker should change the MESA Mass Change processing indicator to “Process By Worker.” To do so, follow these steps:

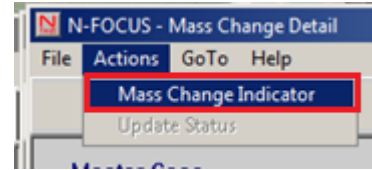
1. Select Mass Change on the Detail drop-down window on the Detail Master Case window:

The Mass Change Detail window displays.



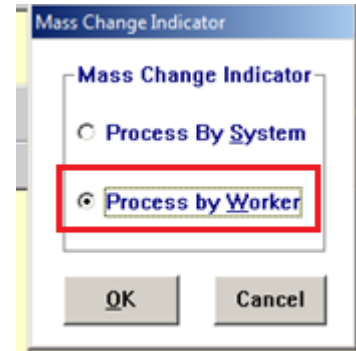
2. Select Mass Change Indicator from the Actions drop-down menu:

The Mass Change Indicator box displays.



3. Select the Process by Worker button.
4. Select the Ok button and close the window.

The Detail Narrative window displays.



5. Enter a narrative on the case explaining the specific situation and need for setting the Mass Change indicator to Process by Worker.

Master Case Name ELAINE ELEVATOR MC # 64 ADD

Recorded 12-15-2015 Recorded By DSSZ927 Updated By DSSZ927

Subject SPECIAL CIRCUMSTANCES Program

Subheading Estate Recovery
 Invstgtn Refer/Findings
 Other
 Production Support
 Quality Assurance

MEDICAID

This subheading should only be used when no other subheading applies.

Narrative Detail

Elaine has moved to the nursing home on Medicare days. The living arrangement was updated but the budget will remain as is until the Medicare days end. In order to prevent MESA from processing the budget with the nursing home standard, the MESA indicator has been changed to Process By Worker. Alert set to change indicator back to Process By System.

Save and Next Prior Narrative... Spell Check Maximize Narrative Text Previous Next

This information may contain Federal Tax Information(FTI)

6. Create an Alert to display when the budget should be run depending on the scenario.

The screenshot shows the 'N-FOCUS - Detail Program Case Alert' window. It contains the following information:

- Master Case:**
 - Number: 64
 - Program: MEDICAID
 - Name: ELAINE ELEVATOR
- Alert:**
 - Type: WRKR
 - Number: 0
 - Due Date: [Empty]
 - Source Id: DSSZ927
 - Display Date: 02-01-2016
- Alert Status:** OPEN
- Alert Description:**
 - MESA INDICATOR
 - MESA INDICATOR IS SET TO PROCESS BY WORKER. CHANGE INDICATOR TO PROCESS BY SYSTEM IF APPLICABLE. SEE NARRATIVE DATED 12-15-2015.

7. Update the MESA Mass Change indicator to Process By System.

The screenshot shows the 'Mass Change Indicator' dialog box with two radio button options:

- Process By System
- Process by Worker

Buttons for 'OK' and 'Cancel' are located at the bottom of the dialog.

Vacant Position Assignments (Change)

When the EA Program Case Assignment Window displays in Expert System, Vacant positions will not display in the list of positions that a worker can select to assign the program case.

Verification Requests in Expert System (New)

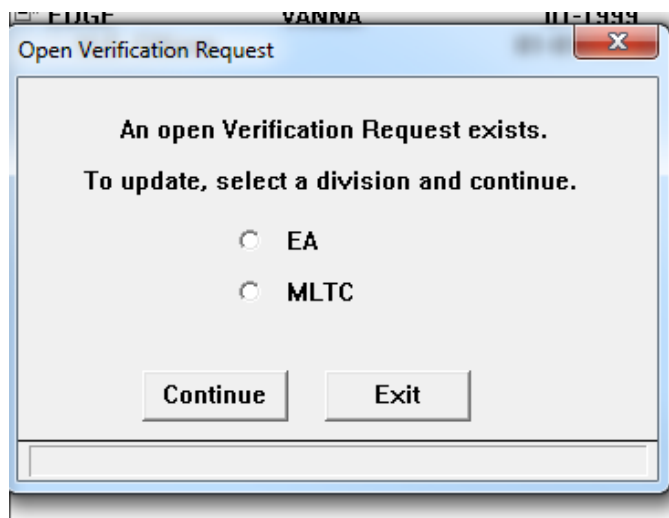
Open verification requests can now be updated in the Expert System. Workers can mark items as received or close the entire verification request.

Note: Comments cannot be updated from the Expert System.

Workers will be prompted when exiting certain data collection tasks if an open verification request exists for that category. The prompt will allow you to select either the EA or MLTC verification request to update. If only one division has an open verification request then only that division will appear on the prompt.

The data collection tasks involved are

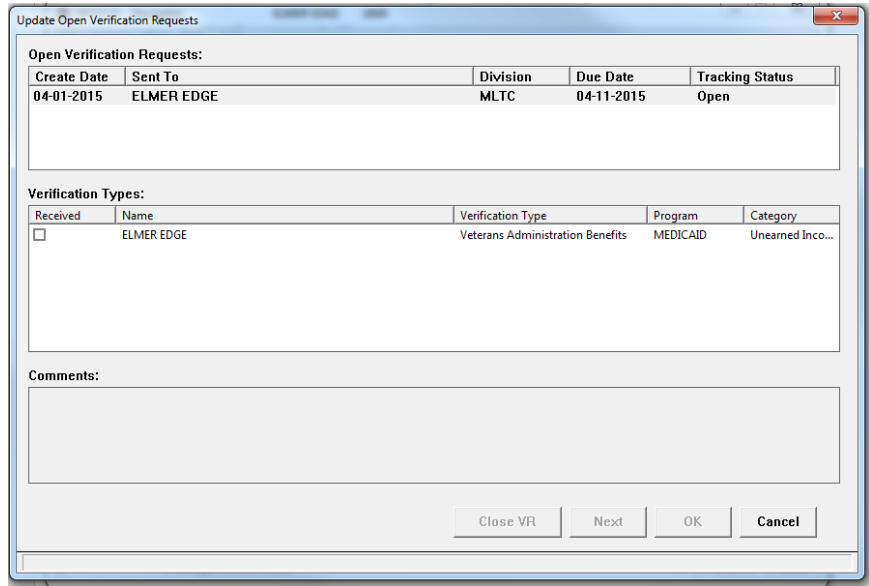
- Citizenship/Immigration
- Expenses
- Earned Income
- Other Income
- Self-Employment Income
- Unearned Income
- Resources.



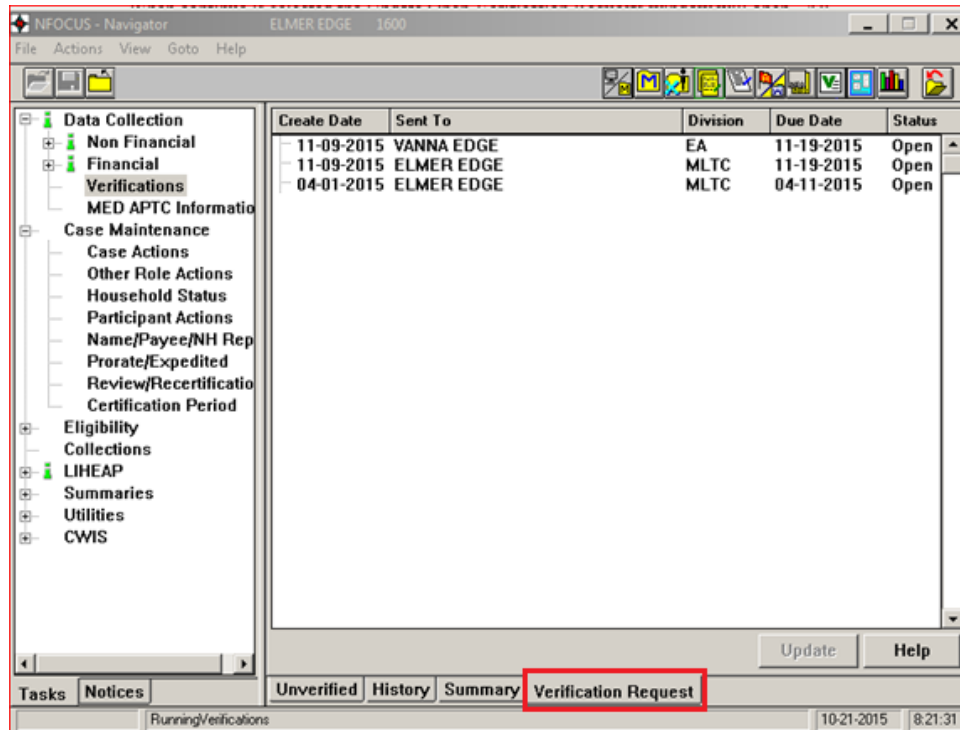
Select continue to update the VR. Cancel will return to the main window of the task.

When continue is selected the Update Open Verification Requests window will open. All open items pertaining to the task are displayed. The first 40 characters of the comments are also displayed.

If multiple verification requests are open the worker will select the one they want to update. After updating the selected VR either click Next to advance to another open VR or OK to exit the task.



A Verification Request tab has been added to the Verification task. From this tab you can see the list of open requests. The request can be updated or closed.



Select the verification request and click Update. The Update Open Verification Request window opens.

Open Verification Requests:

| Create Date | Sent To | Division | Due Date | Tracking Status |
|-------------|------------|----------|------------|-----------------|
| 11-09-2015 | VANNA EDGE | EA | 11-19-2015 | Open |

Verification Types:

| Received | Name | Verification Type | Program | Category |
|--------------------------|------------|---------------------------------|---------|-------------------|
| <input type="checkbox"/> | VANNA EDGE | Native American Tribal document | ADC | Citizenship an... |

Comments:

Close VR Next OK Cancel

From this tab you can update individual items as received or close the entire Verification Request.

[Interview Tracking \(Change\)](#)

Interview Held dates in Interview Tracking may now be updated from the Expert System while the case is checked out.

[SNAP Allotments Creating Overpayments \(Fix\)](#)

Recoupments are being included in new Overpayment amounts increasing the actual amount of the current overpayments due.

[LIHEAP Calculating Annual Benefit Limit \(Change\)](#)

There is an annual limit of 2,000 in LIHEAP funds that can be issued to a client without Supervisor and/or Central Office approval. LIHEAP had been counting any budget **authorized** on an earlier date in that total, even if the earlier budget is being replaced by the new budget. This has now been fixed and any budget being replaced will be deleted and no longer show up in the benefit summary as long as the payment has not been **issued**, and therefore will no longer be counted in the yearly total.

LIHEAP Expenses (Change)

Garnishment has been added as an expense in the Earned and Unearned income window, and will be deducted from the total amount of income counted in the LIHEAP budget. The following windows show where this information can be seen.

Add Earned Income

Job Information | Pay Schedules | Pay Stubs

| Date Paid | Reg Amt | Reg Hrs | OT Amt | OT Hrs | Shift Amt | Shift Hrs | Tips/Bonus | Adj Amt | Total Amt |
|------------|---------|---------|--------|--------|-----------|-----------|------------|---------|-----------|
| 06-01-2015 | 450.00 | 40.00 | | | | | | | |

Date Paid: 06-01-2015
 Reg Amount: 450.00
 Reg Hrs: 40.00
 OT Amount:
 OT Hrs:
 Shift Amount:
 Shift Hrs:
 Tips/Bonus:
 Verification: Work Number
 Adjustment Amount: 50.00
 Adjustment Reason: Garnishment

Buttons: Add Pay Stub, Help, Next, OK, Cancel, Help

LIHEAP Earned Income Detail for 11/2015

RAND KRUGER Earned Income Burger King
 Calculation Method: Average/Convert

Pay Rate Frequency: Hourly Pay Received: Every Two Weeks

| Date | Gross Amt | Reg Hrs | OT Hrs | Shft Hrs | Tips/Bonus | Adj Amt | Usage |
|------------|-----------|---------|--------|----------|------------|---------|---------|
| 06-01-2015 | 450.00 | 40.00 | 0.00 | 0.00 | 0.00 | 50.00 | Include |

Total: 400.00
 / 1

 Average: 400.00
 Conversion Factor: * 2.15

 Total: 860.00
 Number of Months: * 12

 Final Total: 10320.00

RAND KRUGER Total Earned Income: 10320.00
 Total Countable Earned Income: 10320.00

See the next page for additional screenshots relevant to this topic.

| Update Unearned Income | | | | | |
|------------------------|-------------------|-------------------|---------------------|----------|-------|
| Details | | Stable Amounts | Fluctuating Amounts | | |
| Amount | Adjustment Amount | Adjustment reason | Begin Date | End Date | Verif |
| 500.00 | 200.00 | Garnishment | 06-01-2012 | | Y |

Update Delete Help

LIHEAP Unearned Income Detail for 11/2015

STABLE UNEARNED INCOME

| | | | | | |
|-----------------|--------------------------------|---------|-----------|----------|--|
| Annuity Payment | RAND KRUGER | | | | |
| Monthly | Converted | | | | |
| Begin Dt | Gross Amt | Adj Amt | Adj Gross | Verified | |
| 06-01-2012 | 500.00 | 200.00 | 300.00 | Y | |
| | Conversion Factor: | * | 1.00 | | |
| | ----- | | | | |
| | Adjusted Gross Monthly Amount: | | 300.00 | | |
| | Budget Rule Dsrgrd: | | 0.00 | | |
| | Adjusted Net Monthly Amt: | | 300.00 | | |
| | Number of Months: | * | 12 | | |
| | ----- | | | | |
| | Final Adjusted Net Amt: | | 3600.00 | | |

Civil Service RAND KRUGER df

ADC Budgeting Enhancement ADC & AABD Eligible (Change)

In a household that has participants who are ADC and AABD eligible the current process is to open both grant cases. If this process isn't followed, ineligible ADC participants are included in the ADC benefits. In order to prevent ineligible ADC participants (AABD eligible) to be wrongfully included in the ADC, updates to three areas of N-FOCUS expert system are being made:

- Participant Actions
- Case Actions
- Budget Manager

An ineligible ADC participant (AABD eligible) is a participant who meets at least one of the following conditions:

- Current pay Supplemental Security Income (SSI)
- SSI FBR
- Current pay Supplemental Security Income (SSI) and SSI FBR
- Receiving Social Security Income and is age 65 or older including month turning age 65
- Age is less than 65, is receiving Social Security Income and has a Medical Impairment type of SSA-SSI Blind or SSA-SSI Disabled

Any household member who meets one of the conditions listed above will be identified by expert system and not be allowed to be added to or opened in an ADC case through participant actions, nor will ADC program be listed as a case selection for household member who meet condition(s) in case actions.

If any household member has any one or more of the conditions listed above and is identified as an ineligible ADC participant/AABD eligible and is currently active or pending in the ADC grant case, budget manager will stop ADC grant budgeting. This will also prevent MESA budgeting to occur. These combined ADC/AABD eligible households will need to be budgeted manually by case workers.

A message will display for action to be taken. The household member(s) must be closed from the ADC case and opened in an AABD case to budget. This must be repeated for all months of budgeting through the come-up month. The following messages will display for guidance.

| Invalid Participant(s) |
|--|
| Unable to run GRANT Budget Category. Person below is an ineligible ADC participant. Please go to participant actions and close the following person from ADC. Abby Dell 05-15-1975 |

Participant has a condition that makes them ineligible for ADC. Close out of the ADC program case and open in an AABD case.

| Invalid or Missing Role(s) |
|---|
| <p>Unable to run GRANT Budget Category.</p> <p>Person below is potentially eligible for AABD. Please go to Case or Participant Actions and open the following person in an AABD case.</p> <p>Abby Dell 05-15-1975</p> |

Participant has a condition that identifies them as AABD eligible. Open an AABD case.

With the March 2016 release, combine budgeting logic of the two program cases will be implemented and will bring back MESA processing and eliminate the need to open both programs together.

Until March updates are implemented, refer to the following work-a-round for situations when the HH is applying for ADC grant, has household members who are AABD eligible and DID NOT apply for AABD grant program OR has a household member who is AABD eligible and is a sanctioned that would exclude them from AABD grant eligibility. This would be all AABD sanctions excluding CSE which is a budget sanction.

Work-A-Round:

If a person is in a sanction and not eligible for AABD grant or didn't actually apply for AABD and budgets calculate a grant, do not approve the grant payment. The grant amount will need to be overridden to zero.

After Phase II is implemented, those who are sanctioned or didn't apply for AABD will be determined in an AABD budget computed in the ADC case. AABD grant will not be determined.

Sanction, excluding CSE sanction because it is a budget sanction only:

- Open AABD eligible in AABD program with sanction remaining
- Determine budgets
- If grant eligible, override grant to zero
- Repeat until all budget months are calculated
- Revise notice
- Narrate

Didn't apply for AABD:

- Open AABD eligible in AABD program
- Determine budgets
- If grant eligible, override grant
- Repeat until all budgets are calculated
- Revise notice
- Narrate

Transitional Grant (TMA-G) Eligibility (Change)

Transitional Grant (TMA-G) eligibility logic has been changed following an eligibility issue in production.

Previously, when a family lost eligibility for ADC cash assistance due to earned income, and the family received ADC in 3 of the prior 6 months, the family became eligible for a Transitional ADC Grant. N-Focus logic would look at the 3 of 6 rule on all members of the family to see if any one member had received 3 of 6 months ADC. Thus, if a child who received 3 of 6 ADC grants in a different case moves into a household with excess earned income, the new household the child is in would become eligible for TMA-G.

Policy requested to have the logic updated to only review the adult members (members that are 18 years of age and older) in the ADC unit and if any one of those members meet the 3 of 6 months requirement, the unit can be looked at for TMA-G.

This change has been implemented.

AABD Shelter Calculation (Change)

Per 469NAC3-006.02B3b(1) shelter calculation in AABD budgeting is being revised for AABD eligible minor children who are living with a parent. The policy states, *Parents are held financially responsible for their children through age 17 for AABD. Therefore, any related disabled minor child that is in his/her own AABD budget, should not be assigned a Shelter Cost.*

The current production work-a-round is to make a parent(s) non-relative to the child, removing shelter deduction correctly in the minor child's budget. If there is also a parent AABD eligible, the work-a-round incorrectly reduces the prorated shelter calculation by 1. This work-a-round is no longer needed and shouldn't be used after the November release.

The following rules are being added to AABD shelter calculations:

- AABD minor child is defined as AABD eligible age 17 or younger with parental relationship in the home:
 - If an AABD minor child lives with a parent, no shelter deduction allowed in the child's AABD case
 - If AABD minor child does not have a parent in the home, example lives with grandparent and pays rent, allow a shelter deduction.

Benefit summary will reflect that shelter deduction is zero when an AABD minor child is living with a parent. Displayed will be this message "*No Shelter Allowance for this budget due to AABD minor living with parents or no shelter costs*" when shelter is zero for an minor AABD budget.

Transitional Child Care (Change)

When a Child Care Case is being determined for the initial month of application, N-FOCUS will no longer place the Child Care Case into Transitional Child Care. If the Child Care Program Case should be Transitional for the initial month, the worker will still have the ability to manually set the Child Care Case to Transitional.

When the client has received 24 months of Transitional Child Care and a budget is ran past the 24th month, the budget will fail for TCC Time Limit Exceeded.

When the budget is reviewed in Budget Summary you will now see a line, TCC Time Limit Test, with a Pass or Fail Displayed.

The screenshot shows the 'N-FOCUS - Benefit Summary' window for a client with a 'Begin Date: 10-2017'. The window is divided into three columns: 'BRAD CHAPS', 'CC', and 'REGULAR'. The 'CC' column contains the following data:

| BRAD CHAPS | CC | REGULAR | |
|-----------------------------|-------------|--------------------------|--------------|
| Resource Total | 0.00 | Unit Size | 2 |
| Resource Limit | 6,000.00 | Number Eligible Children | 1 |
| Earned Income | 2,500.00 | Eligible As: | Transitional |
| Earned Income Disregard | 250.00 | Family Fee | 0.00 |
| Unearned Income | 0.00 | First Child | 0.00 |
| AABD Amount | 0.00 | | |
| Net Income | 2,250.00 | | |
| Income Limit | 2,456.00 | | |
| Resource Test: | Pass | | |
| Income Test: | Pass | | |
| TCC Time Limit Test: | Fail | Service Need Reason: | Employed |
| | | Creation Date: | 09-15-2017 |
| | | TCC Begin Date: | 10-01-2015 |

At the bottom of the window are 'OK' and 'Help' buttons.

The Closure reason Transitional Child Care Time Limit Exceeded has been created. This reason is selected when the budget Fails the TCC Time Limit Test. This Closure reason can also be selected manually in Expert System when closing the Child Care Case in Case Actions.

Close
Your Child Care Subsidy Case is closed effective 10-01-2017.

The reason is:

- Transitional Child Care Time Limit Exceeded

The manual references which support this Notice are- 392 NAC 3-005.01C

If your circumstances change you may reapply for assistance at anytime.

A new feature created for TCC is displaying the total months a client has received TCC.

This can be found by going into the budget summary, double clicking on the TCC Begin Date line.

| TOM GUY | | CC | REGULAR |
|-------------------------|----------|--------------------------|-------------------|
| Resource Total | 0.00 | Unit Size | 2 |
| Resource Limit | 6,000.00 | Number Eligible Children | 1 |
| Earned Income | 2,500.00 | Eligible As: | Transitional |
| Earned Income Disregard | 250.00 | Family Fee | 342.00 |
| Unearned Income | 0.00 | First Child | 342.00 |
| AABD Amount | 0.00 | Service Need Reason: | Employed |
| Net Income | 2,250.00 | Creation Date: | 11-09-2015 |
| Income Limit | 2,456.00 | TCC Begin Date: | 11-01-2015 |
| Resource Test: | Pass | | |
| Income Test: | Pass | | |
| TCC Time Limit Test: | Pass | | |

A new window is displayed showing the total months of TCC as of budget month. If the budget does not have an end date next to it, the display will show the total months as of the current date. This window also displays the TCC begin date and the projected End Date for TCC (24 months from the begin date).

CC Transitional Transitional Child Care Detail for 09/2016

Total Transitional Child Care Months

Month 12 as of the Budget Month

TCC Begin Date: 10-01-2015
TCC Projected End Date: 09-30-2017

See additional screen prints on the following page relevant to this topic.

| Master Case | | | | | | | |
|--------------------------|------------|---------|------------|------------|------------|------------|---------------|
| Name | | TOM GUY | | | | | |
| Number | | 583 | | | | | |
| View All | | | | | | | |
| Last Name | First Name | Program | Assistance | PC Status | PC Number | | |
| Auth Amt | Elig | Type | Iss | Category | Begin Date | End Date | Creation Date |
| - GUY | TOM | CC | | TRANSITION | ACTIVE | | 62955073 |
| | PASS | REGU | Y | | 04-01-2016 | | 03-05-2016 |
| | PASS | REGU | Y | | 01-01-2016 | 03-31-2016 | 11-09-2015 |
| | PASS | REGU | Y | | 12-01-2015 | 12-31-2015 | 11-09-2015 |
| | PASS | REGU | Y | | 11-01-2015 | 11-30-2015 | 11-09-2015 |
| | PASS | REGU | Y | | 10-01-2015 | 10-31-2015 | 11-09-2015 |

Total Transitional Child Care Months

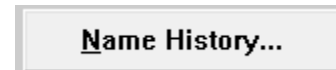
Month 17 as of the Current Month

TCC Begin Date: 11-01-2015
TCC Projected End Date: 10-31-2017

N-FOCUS Tips

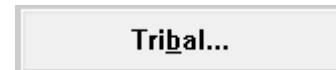
Addresses

- **Addresses** – DO NOT add a Mailing Address for a person unless the Mailing Address is DIFFERENT than the Physical Address.
- **Adding Aliases and Previous Names** – Add this information under Name History
 - Name History Button is located on the Person Detail window



Tribal Information

- **Adding Tribal Information** – enter Tribal information on the List Tribal window
 - Tribal Button is located on the Person Detail Window
 - Select the New Icon
 - Enter appropriate information on the Detail Tribal Information window
 - Save or Save and Close



Copy/Paste Keyboard Short Cuts

- **Copy/Paste Keyboard Short Cuts**
 - Copy = Ctrl + Insert
 - Paste = Shift + Insert

Viewing Family Relationships

- **Viewing Family Relationships from Program Case Window**
 - Select a person from the Program Case Persons list box
 - Click the Family Relationships Summary icon
 - The Family Relationships Summary window displays relationships and legal status (i.e. HHS Ward)



Searching EA/MLTC Narrative

- **Searching EA/MLTC Narrative** – to quickly search for specific Narrative information by only selecting one (1) Subject/Program/Subheading. (Example: Approval or SNAP or Earned Income)

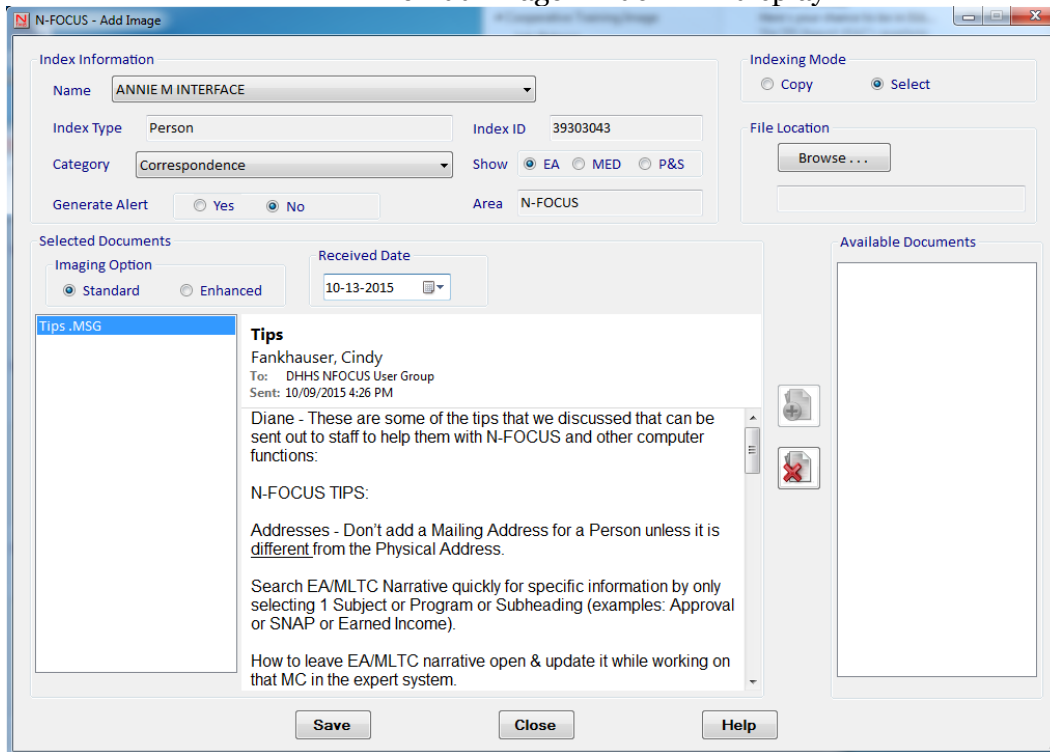
Program Case Actions Affecting Service Authorizations

- **Program Case Actions Affecting Service Authorizations**
 - Actions taken on a Program case may affect the Service Authorizations in that case.
 - When a Program Case is closed, and there are Service Authorizations with a Future Dated End Date, the service Authorization will be end-dated as of the date the Program Case Closes. Until the end of month process occurs, the Service Authorization will remain unchanged.
 - **EXAMPLE:** A Child Care Program contains a Service Authorization with an end date of 12/31/2015. On 11/15/2015 the Child Care Case is closed for 11/30/2015. The Service Authorization will remain active and continue to display the Original End Date of 12/31/2015 until the end of the month closing program is run. After the end of month closing program is run, the Service Authorization End Date will change to 11/30/2015.
 - If the Program Case is Closed for a Future Month, and then Pended for the Future Month and Denied from the Pending Status, all Service Authorizations that exist as of the Date of Denial are deleted.
 - **EXAMPLE:** A Child Care Program Case contains a Service Authorization with an End Date of 12/31/2015. On 11/15/2015, the Child Care Program Case is closed for 11/30/2015. Later on the same date, the Child Care Program Case is closed for 11/30/2015, and denied from the Pending Status. Denying the Program Case will cause the Service Authorizations with the End Date of 12/31/2015 to be deleted. Notices to the Providers and Client are not deleted in Correspondence.

Document Imaging

- **Document Imaging**
 - When searching for a Document Image, you can change the date range to narrow the search criteria.
 - Date Range can be up to a 6 month timeframe
 - Column Headings can be moved to different positions to fit your needs.
 - Point to the column heading (Example: Saved, Last Modified, etc)
 - Hold down your left mouse button
 - Drag and drop to the location you wish to have the column sit
 - The column order will remain in the order you set
 - Scanning Documents (CPS)
 - Do not scan the same document more than once
 - Scan document under one child's name
 - When Searching, highlight all children in the MC and Category Headers
 - Saving an E-Mail to Document Imaging

- From the Detail Master Case window select the Add Image icon
 - The Add Image window will display



- Locate the e-mail to be added in Outlook
- Click and Drag the email to the Add Image window
 - Select the message to view the image
- Complete the Index Information fields
- Complete the Selected Documents field
- Save
- Saving a PDF to Document Imaging
 - From the Detail Master Case window select the Add Image icon
 - The Add Image window will display
 - Click the Browse button
 - You can also click and drag from your Explorer window to the Available Documents group box
 - Navigate to the location where you have stored the PDF files
 - Click OK
 - The files will display in the Available Documents group box of the Add Image window
 - All of the documents saved in the area you selected will be copied to this area.
 - Select the document and click the Select Document icon
 - The file names will display on the left side of the Add Image window
 - Highlight the file names to view the document image
 - Click the Remove Image if appropriate
 - Complete the Index Information fields
 - Complete the Selected Documents field
 - Save

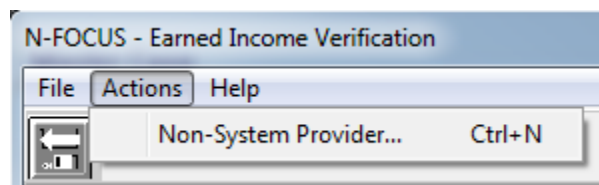


Search Providers

- **Searching for Providers from the Main Menu**
 - Select the Services icon
 - The Search Service Type window displays
 - Select the Providers button
 - Select this button in combination with a program to go to the Search Provider window.
 - Select a program from the Program drop down list to enable the Providers button.
 - The Search Provider window allows a search for and printing of a list of Organizations that have been approved to provide one or more Program Service Types.

Earned Income Verification Correspondence

- **Earned Income Verification Correspondence**
 - When creating an EIV in Correspondence, if you don't find the right Employer by clicking the Find Provider (Employer) Select arrow, you can do the following:
 - From the Earned Income Verification window, Select the Actions>Non-System Provider menu
 - Type the Employer's Name and Address
 - Click OK
 - Save and Close
 - This action is especially helpful for small employers that are not listed on N-FOCUS as an Organization



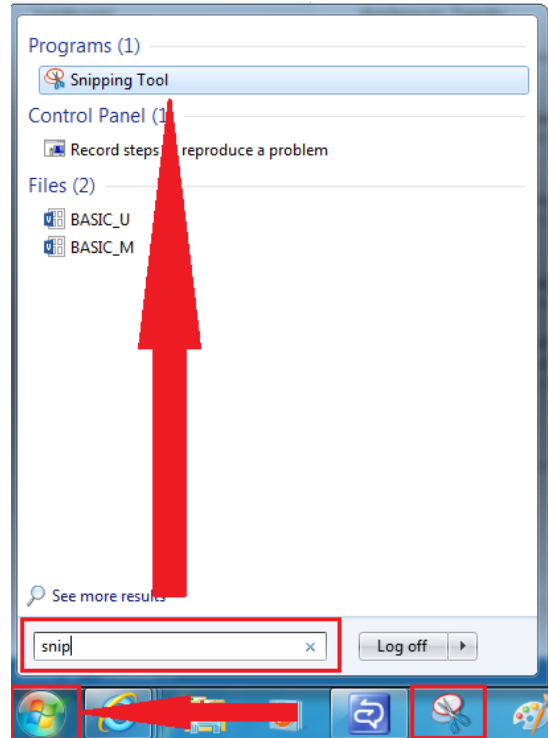
Narrating in Expert System

- **Narrating in Expert System**
 - Check out the Master Case
 - Open the Case Status window and move it to the side
 - Click the Search Master Case icon on the TOP LEFT
 - DONOT click the Master Case icon on the right
 - Enter the Master Case Number and Search
 - Open the Search Narrative window and leave it open.
 - Click the Case Status window to bring it forward
 - Open the case in Expert System
 - Now you can check and update Narrative while updating the case from the Navigator window without having to back out in order to work with Narrative.
 - This really helps when you are trying to remember narrated info (employer's name, bank's name, etc. that wasn't listed on the application) that you need to enter into Expert modules.

Snipping Tool

- **Snipping Tool**

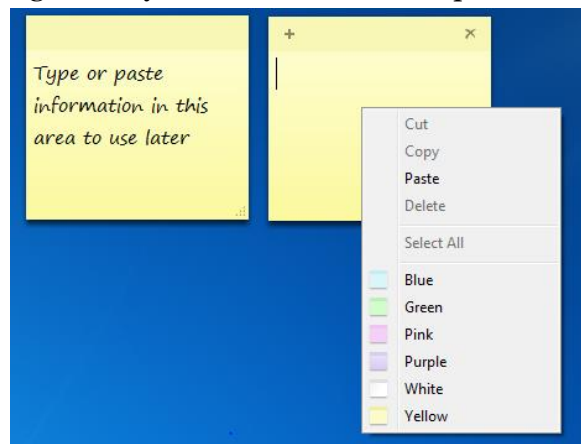
- The Snipping Tool allows you to take a partial or full size screen shot. To locate the Snipping Tool on your PC follow these steps:
 - Click the Start Menu in the lower left corner of your desktop
 - In the Search Programs and Files text box type Snip
 - The Snipping Tool will appear under Programs
 - Click the Snipping Tool program to open
 - To locate this program quickly in the future, Pin the program to the Task Bar (Right-click the Program name and select Pin to Task Bar)
- **Using the Snipping Tool**
 - When you open the Snipping Tool program, the desk top will appear grey
 - Use your mouse to click and drag around the item you wish to screen print
 - The selected area will display in the Snipping Tool window
 - Use the tools in the toolbar as desired
 - Save, Copy, Email Snip as an Attachment, write or draw with the Pen, Highlight an area or Erase an area of the snipped item



Sticky Notes

- **Sticky Notes**

- The Sticky Notes program allows you to place notes on your desktop for later use. To locate the Sticky Notes program on your PC follow these steps:
 - Click the Start Menu in the lower left corner of your desktop
 - In the Search Programs and Files text box type Sticky
 - Sticky Notes will appear under Programs
 - Click the Sticky Notes program to open
 - To locate this program quickly in the future,



Pin the program to the Task Bar (Right-click the Program name and select Pin to Task Bar)

- Type in the note as appropriate
 - To create a new Sticky Note – click the + sign
 - To delete the Sticky Note – click the x sign
 - To change the color of the Sticky Note – right-click on the Sticky Note and select the desired color

N-FOCUS Public Web Site Child Care Roster

- **N-FOCUS Public Web Site Child Care Roster**

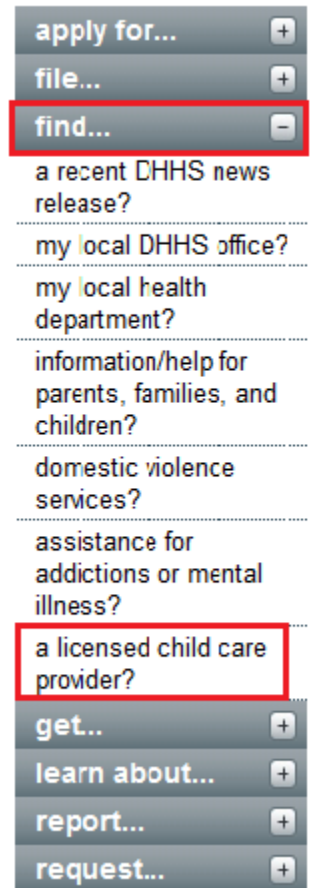
- This roster can be used to search for licensed Child Care Providers in Nebraska

- From the DHHS Intranet, click the Public Website located in the upper right of the screen



- The DHHS Public Web Site will display
- From the How Do I section, click the Find option
- Click the “a licensed child care provider?” option
 - The Child Care in Nebraska window displays
- Click the “Search for a Child Care Provider” link
- Click the “Choosing Child Care for Your Children” link
 - The Choosing child Care for Your Children window displays
- Click the “Search for Licensed Child Care Providers” link
 - The License Information System Search window displays. This window allows you to search for both Individual, Business/Service and Facility/Service type licenses

How do I...?



OR

- From the Child Care in Nebraska window, click the “Search for a Child Care Provider” link
 - The Roster of Licensed Child Care and Preschool Programs in Nebraska displays
 - This roster is categorized by Zip Code